



## HEALTH PROGRAM SPECIALIST

### Characteristics of Work:

This is professional work in implementing and coordinating a public health program. Work involves providing guidance and technical expertise to persons engaged in planning, implementing, and administering a health program. Incumbents participate in research activities, statistical data collection, completion of program reports, development of grant proposals, establishment of uniform procedures and standards of operation, and other administrative functions. Monitoring may be exercised over other program personnel, and supervision is received from an administrative superior.

### Minimum Qualifications:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

### Education:

A Master's Degree from an accredited four-year college or university in public health, health administration, nursing, public or business administration, urban or regional planning, education, or a related field;

**OR**

### Education:

A Bachelor's Degree from an accredited four-year college or university in public health, health administration, nursing, public or business administration, urban or regional planning, education, or a related field;

**AND**

### Experience:

One (1) year of experience related to the above described duties.

**Competencies:** The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These

competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES**

**Integrity and Honesty:** Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Conscientiously abides by the rules, regulations and procedures governing work. Exhibits a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

**Service Orientation:** Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Demonstrates a commitment to quality public service through statements and actions.

**Accountability:** Is productive and carries fair share of the workload. Accepts responsibility for actions and results. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Maintains a positive attitude. Effectively manages emotions and impulses. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts, copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards. Involved in professional organizations.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy and concern; develops and maintains relationships. Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others, leads others to life-long learning by example.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral

presentations. Communicates ideas, suggestions and concerns as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

## **TECHNICAL COMPETENCIES**

**Communication:** Sharing information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel, or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memorandums, etc. Presents facts or information to a group in written and/or oral form such as speaking to groups or providing necessary supporting documents. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

**Workflow Management:** Carrying out, completing, and following up on work that is performed.

Schedules and manages workload to achieve goals. Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effective utilization of resources such as time, computer equipment, travel expense reimbursement, supplies, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional curiosity based on information obtained. Adapts appropriately to a variety of situations and surroundings.

**Functional Capability:** Possession or is capable of developing of the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledge of relevant laws (e.g., child labor laws, child abuse), regulations, programs and agency policies (under scope of expertise). Possesses knowledge of plans and programs that are administered by the agency. Assists agency personnel and public with answers to complex questions within area of expertise. Develops and/or leads training efforts of agency personnel or other entities. Ability to think analytically and exercise an analytical thinking process. Must be able to interpret, understand, and grasp data and the problems related to area of expertise. Ability to develop and analyze surveys. Works with and is comfortable with calculations and computations (i.e., calculation of square footage). Able to carry out inspections in area of expertise (e.g., Food – on site inspections, day care inspections). Develops curriculum for age appropriate activities.

**Professional Maturity:** Capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and to deal with situations in the workplace in a professional manner.

Able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of

improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of confidentiality and only provides information within authority to provide in area of expertise.

**Work Performance:** Competencies, capacities and aptitudes acquired by means of the training process, or professional experience, and which enable the functions of the classification to be fulfilled, and to deal with working situations and requirements.

Researches, compiles, analyzes and interprets important detailed, often complex data and records for determination of program requirements. Maintains regular contact with persons in other departments or other agencies to coordinate activities, to resolve problems, to furnish or obtain information and to explain programs, rules and regulations. May make recommendations for hiring.

**Mentoring or Training:** Watching over and assisting with work of and determining the training needs of co-workers. Utilizes appropriate methods for training.

Mentors or otherwise assists co-workers as assigned helping them to improve their knowledge, skills, and abilities. Develops co-worker's skills and encourages Utilizes approved training methods. Facilitates co-worker learning. Fosters a positive attitude. Participates in job training programs (On the Job Training).

**Technical:** Proficiency with computers and software applicable to position.

Proficient in using computer hardware and software to complete assign tasks, meet agency goals, and produce required products. Possesses knowledge of software products which could include but is not limited to the following: Windows, Word, Excel, Access, and PowerPoint or equivalent.

**Case Management:** Understands, performs and is able to identify and carry out appropriate methods, procedures, and follows standards for case management.

Assess fines as appropriate for position. Understands agency appeals process. Testifies in court or administrative hearings. Prioritizes needs and objectives and designs clear, concise action/service plans that address outcomes, incorporate measurable activities, and have meaning to those involved. Identifying pertinent data for inclusion in case records and reports; organizes information in a clear and concise manner; writes summaries of assessments, case plan and other supporting data in a timely manner. Investigates and prepares accurate and complete reports. Includes elements necessary for departmental review. Coordinates the implementation of services, including delivery of services to meet identified needs, including identification of community resources; evaluates effectiveness of services to meet desired outcomes and modifies plans as necessary. Completes appropriate follow-up reports. Supports conclusions and recommendations. Monitors the work of contractual providers.

**Essential Functions:** Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Provides guidance and technical expertise to program staff and other employees engaged in planning, implementing, and administering a health program.
2. Coordinates the activities of an assigned health program or part thereof.
3. Serves as a professional resource to the professional and medical community and the public at large at local, state, and national levels.

4. Identifies health programs and develops methods and procedures for implementing and evaluating health programs.

**Examples of Work:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Develops and implements methods for operating and monitoring health services.

Analyzes reports, statistical charts, and printouts to direct problem areas and to ensure program compliance with established policies and guidelines.

Writes proposed projects for health care services in conjunction with program technical staff for submission to proper authorities for approval and funding.

Maintains financial records for health programs; details funding sources, expenditures and balances for each program area.

Represents the agency in planning and coordinating program activities with outside agencies and institutions.

Conducts regional health education programs to inform the public of health risks and strategies for reducing risks.

Investigates the need for health services and makes appropriate recommendations.

Performs related or similar duties as required or assigned.

**Interview Requirements**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.